

CUSTOMER

NEWSLETTER

December 23, 2020

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OOCL
We take it personally

Dear Valued Customer,

Thank you for your interest in our newsletter.

We hope you find our most recent edition informative and please contact OOCL for your ocean transportation needs.

OOCL
We take it personally.

OOCL receives Top Accolade for Outstanding Ship Performance

OOCL has been honored with the “Award for Outstanding Port State Control (PSC) Performance in 2019.” This is a top accolade that reflects our strong performance in the pursuit of high standards in ship management.



On December 8, 2020, OOCL's Chief Operating Officer Kenny Ye received the commemorative plaque on behalf of OOCL at the award presentation ceremony jointly hosted by the Marine Department and the Hong Kong Shipowners association.

The award recognizes OOCL's outstanding ship management capabilities in conforming to

international standards, and our contribution in maintaining the good reputation of the Hong Kong flag around the world.

Every year Hong Kong flag ships receive Port State Control (PSC) inspections at different ports. The results of these PSC inspections provide a good source of feedback for performance improvements over time.

Ships with good PSC performance demonstrate that they are safely managed, and it pays off when operating a fleet with less accidents, reduced down time and lower running cost in the long term. Since 2008, the Marine Department has been awarding Hong Kong flag ships owned by companies registered in Hong Kong with outstanding performance in Port State Control for their commitment and professionalism.



Service updates - Marine Terminal Gate Schedules

Updated marine terminal gate closure information for all Holidays will be posted on the OOCL USA website under [Local News](#) as new information is received.

The following marine terminal gates have announced they will be closed on **December 24, 2020** in observance of **Christmas Eve Holiday**:

- **Halifax, Nova Scotia**
 - PSA Terminal (Halterm) (Closing at 12:00)
- **Montreal, Quebec**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminals
- **Boston, Massachusetts**
 - Conley Marine Term. (Closing at 12:00)
- **New York & New Jersey**
 - APM Terminal
 - Maher Terminal
- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal
- **Norfolk, Virginia**
 - VIG and NIT
- **Charleston, South Carolina**
 - N. Charleston Terminal (Closing at 15:00)
 - Wando Terminal (Closing at 15:00)
- **Savannah, Georgia**
 - Georgia Port Authority (Closing at 15:00)
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa
- **Los Angeles/Long Beach, California**
 - YTI and PCT
 - Everport (Closing 2nd shift)
 - WBCT (Closing 2nd shift)
 - Fenix Marine Services (Closing 2nd shift)
 - LBCT (Closing at 14:00)
- **Oakland, California**
 - OICT and Everport
 - Trapac (Closing at 15:00)
- **Seattle, Washington**
 - T-30
 - T-18 (Closing at 13:30)
 - Tacoma PCT
- **Vancouver, British Columbia**
 - GCT Vanterm (Closing at 11:00)
 - GCT Deltaport (Closing at 11:00)
 - DP World Centerm (Closing at 12:00)
 - Fairview Container Terminal - Prince Rupert (Closing at 12:00)

The following marine terminal gates have announced they will be closed on **December 25, 2020** in observance of the **Christmas Holiday**:

- **Halifax, Nova Scotia**
 - PSA Terminal (Halterm)
- **Montreal, Quebec**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - APM and Maher Terminals
- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal
- **Norfolk, Virginia**
 - VIG and NIT
- **Charleston, South Carolina**
 - North Charleston Terminal
 - Wando Terminal
- **Savannah, Georgia**
 - Georgia Port Authority
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa

- **Mobile, Alabama**
 - APM Terminal
- **New Orleans, Louisiana**
 - Ports America Terminal
- **Houston, Texas**
 - Barbours Cut Terminal
 - Bayport Terminal
- **Los Angeles/Long Beach, California**
 - LBCT
 - PCT
 - Everport
 - WBCT
 - Fenix Marine Services
 - YTI
- **Oakland, California**
 - OICT
 - Trapac
 - Everport
- **Seattle, Washington**
 - T-30
 - T-18
 - Tacoma PCT
- **Vancouver, British Columbia**
 - GCT Vanterm
 - GCT Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert

The following marine terminal gates have announced they will be closed on **December 26, 2020** in observance of **Boxing Day Holiday in Canada:**

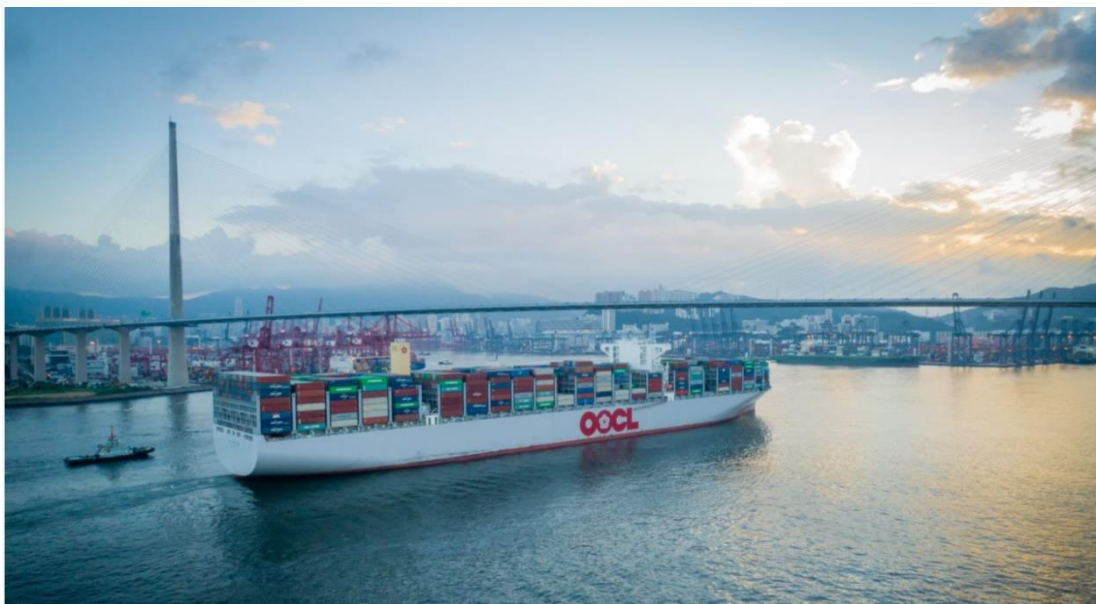
- **Halifax, Nova Scotia**
 - PSA Terminal (Halterm)
- **Montreal (All 3 terminals close at 15:00)**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **Vancouver, British Columbia**
 - GCT Vanterm
 - GCT Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert

The following marine terminal gates have announced they will be closed on **December 31, 2020** in observance of **New Year's Eve Holiday:**

- **Montreal, Quebec**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **New York & New Jersey**
 - APM and Maher Terminals
- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal (Closing at 14:00)
- **Charleston, South Carolina**
 - North Charleston Terminal (Closing at 15:00)
 - Wando Terminal (Closing at 15:00)
- **Savannah, Georgia**
 - Georgia Port Authority (Closing at 15:00)
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa
- **Los Angeles/Long Beach, California**
 - YTI and PCT
 - Everport (Closing 2nd shift)
 - WBCT (Closing 2nd shift)
 - Fenix Marine Services (Closing 2nd shift)
 - LBCT (Closing at 14:00)
- **Oakland, California**
 - OICT and Everport
 - Trapac (Closing at 15:00)
- **Seattle, Washington**
 - T-30 and Tacoma PCT (TBD)
 - T-18 (Closing at 13:30)
- **Vancouver, British Columbia**
 - GCT Vanterm (Closing at 11:00)
 - GCT Deltaport (Closing at 11:00)
 - DP World Centerm (Closing at 12:00)
 - Fairview Container Terminal - Prince Rupert (Closing at 12:00)

The following marine terminal gates have announced they will be closed on **January 01, 2021** in observance of the **New Year's Holiday**:

- **Halifax, Nova Scotia**
- PSA Terminal (Halterm)
- **Montreal, Quebec**
 - MGT Racine Terminal (Section 62)
 - MGT Cast Terminal (Section 77)
 - Termont Terminal
- **Boston, Massachusetts**
 - Conley Marine Terminal
- **New York & New Jersey**
 - APM Terminal
 - Maher Terminal
- **Baltimore, Maryland**
 - Ports America (Seagirt) Terminal
- **Norfolk, Virginia**
 - Virginia International Gateway Terminal
 - Norfolk International Terminal
- **Charleston, South Carolina**
 - North Charleston Terminal
 - Wando Terminal
- **Savannah, Georgia**
 - Garden City Terminal (GPA)
- **Florida**
 - Miami - South Florida Container Terminal
 - Port of Tampa
- **Mobile, Alabama**
 - APM Mobile
- **New Orleans, Louisiana**
 - Napoleon Terminal
- **Houston, Texas**
 - Barbours Cut Terminal
 - Bayport Terminal
- **Los Angeles/Long Beach, California**
 - LBCT
 - PCT
 - Everport
 - WBCT
 - Fenix Marine Services
 - YTI
- **Oakland, California**
 - OICT
 - Trapac
 - Everport
- **Seattle, Washington**
 - T-30
 - T-18
 - Tacoma PCT
- **Vancouver, British Columbia**
 - GCT Vanterm
 - GCT Deltaport
 - DP World Centerm
 - Fairview Container Terminal - Prince Rupert



New terminal in Shanghai for PCC1 services

To meet the business development needs of Shanghai Port Container Terminals and to maximize Shanghai Port Terminals Resources, the PCC1 loop will be calling Yangshan terminal instead of WaiGaoQiao.

Effective last Friday, December 18, 2020, the first vessel calling Yangshan has departed Los Angeles/Long Beach area en route to the new terminal.

In addition, please be advised that empty return containers will also no longer be accepted at the WaiGaoQiao terminals after January 3, 2021.

We appreciate your attention to this matter and this change will allow OOCL to provide you with scalability of our services and minimize congestions.

New Advance Manifest Submission requirements for EU24 and GB24

Effective January 1, 2021, a new advance manifest submission requirement for EU24 and GB24 will be in place per local authorities due to Brexit—the withdrawal of the United Kingdom from the European Union:

- EU24 -will continue to include 'North Ireland' (part of UK) location/ports but will **exclude** all other UK location/ports.
- GB24 – will include all UK location/ports (exclude 'North Ireland' [part of UK] location/ports).

Please ensure to comply with the above advance manifest submission and note that for cargoes destined to or transit via EU and UK ports that our policy of “no shipping instruction, no load” will still apply.

Changes on the Economic Operator Registration and Identification Number (EORI) Numbers:

For EU24 submission, customers must provide their EORI number. Effective January 1, 2021, the UK will use its own self-issued 'EORI Number.' There will be a 'GB EORI' and an 'XI EORI' for their ENS systems, 'S&S GB' and 'ICS NI' respectively.

- GB EORI is being issued by the UK for use in S&S GB.
- XI EORI is being issued by UK for who has customs business with Northern Ireland (for ICS NI).

Currently, EORI is not mandatory in ENS submissions. The benefit of using EORI is that the entity can get a more favorable risk rating with customs.

CAPTCHA verification system

OOCL has now successfully integrated a CAPTCHA verification system to protect our website from robotic activity.

When using www.oocl.com tracking, after entering in the B/L #, Booking #, Container #, Vessel or Rail information to search, user will be prompted to begin verification process.

To successfully complete the verification, please watch the [video clip](#) and our step by step guidelines.

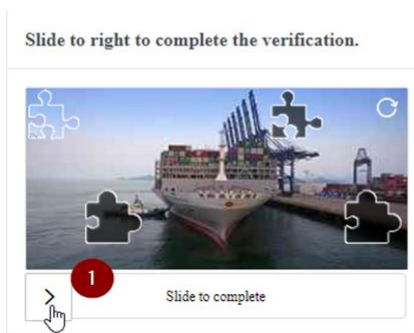
Slide to right to complete the verification.



CAPTCHA Verification Process

1

Click the ">" icon with your mouse at the bottom of the bar.



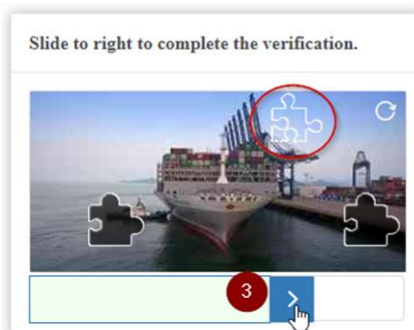
2

As you move the cursor to the right, the puzzle icon on top will follow with your cursor.



3

Once the puzzle piece overlaps in the correct location, let go of your mouse click and it will complete your verification.



4

When successful, your bar below will turn green with a check mark and the information you are searching for will appear.



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My OOCL Center: Password Change



MOC- My OOCL Center



Password Change

Whether you have received a notification for a password reset from no-reply@cargosmart.com (after 90 days) or you simply want to change your existing password, please follow the steps below to have your password changed.

1

If you remember your old password, then proceed with the following. Otherwise go to step 2.

A

Log into MOC and click on the “Administration” option from the menu bar and then click on “Change Password”.



B

This will direct you to the page where you will enter your current password and new password. Once information is entered, please click on “Confirm” button.

2

If you cannot remember your login password, then:

A

Visit our website at www.oocl.com. In the upper right corner, click on “My OOCL Center.”

B

Select the “Forgot your UserID/ Password” link and fill out the required fields (“User ID”) and click on “Request New Password” button.

Forgotten Password / User ID



We take it personally

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OOCL's contact information and holiday hours

Our client phone support is available to assist with general queries regarding documentation, sales and customer service per below:



Documentation

For questions regarding your bill of lading or any other documentation questions, please call 800-822-6625.



Sales

Rate inquiry or any other sales questions, please call 888-888-6625.



Customer Service

For questions regarding your export and import shipments, please call 888-388-6625.

Please note our offices will be closed in observance of the Christmas holiday on Thursday, December 24 (half a day) and Friday, December 25. We will resume our regular business hours on Monday, December 28, 2020.

In observance of the New Year holiday, our offices will be closed on **Thursday, December 31 (half a day) and Friday, January 1, 2021.** We will resume our regular business hours on Monday, January 4, 2021.

OOCL encourages container shipping industry passion

A four-year-old, David Szabo, wrote an essay as part of his school assignment expressing his enthusiasm for the container shipping industry. The youngster described as one of the happiest days he had with his family on a trip to the Felixstowe Port located in the United Kingdom.

He was amazed by the magnitude of vessels coming from Hong Kong and enjoyed seeing the cranes and containers at the port.



As a result, OOCL awarded him an OOCL container ship model to encourage him to continue to develop his passion for the shipping industry. To read more about this story, click [here](#).

OOCL's e-Card Contest- 'Tis the Season

OOCL hosts an annual tradition of a holiday season e-Card contest for its employees and their children to encourage creativity and to spread the warmth of the holiday season. Below are this year's winners:



We wish our customers a safe and Merry Christmas. With the coming of a new year, wishing you and your families a prosperous 2021 that will bring joy, health, and success.

As we all work together through these uncertainties, OOCL is committed to creating value to your business needs, and to remaining a vital link to world trade.



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